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CC Docket No. 98-67

From: <CAGKCOOPER@aol.com>
To: <fccinfo@fcc.gov>
Date: 8/27/02 12:36AM
Subject: What happened to "711 Outreach Project?"

Dear FCC Team,

First of all, Thank you for making the effort to establish 711 as the national standard relay phone number. I was thrilled to be able to use 711 as the national relay number so we would no longer carry 50 states' 800 relay numbers to make everyone's life easier. But we are facing the challenge of trying to educate the public with no available resources why they have to dial 711 with their confusion of 311, 411, 911.

Couple of years ago, I recalled the 711 Outreach project being in the works. Now that many of us are asking what happened to the 711 Outreach project that was to be on the national-wide campaign to educate the population about TRS using 711.

I am still getting hang ups from businesses and agencies who are not familiar with the relay service. Also, when I write down the phone number on forms for my children's schools, businesses, and agencies, I still get the responses from them asking me why am I using 711 instead of my local area code 918. I explained to them to dial 711 first to provide my home or work number to the relay operator. It has been a pain in the rear to keep educating them constantly at my own personal expenses and headaches to reduce their confusion about 711.

Please do assist in reducing everyone's confusion by getting the 711 Outreach campaign off its feet as soon as possible. It will be greatly appreciated to have your support in this matter on behalf of over 10 million relay users.

Thanks,
Glenna Cooper
Daily TRS user

CC: <pgregory@fcc.gov>

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